

Infoway Policy on Closing Requests for Change

1. Purpose of the Policy

The purpose of this policy is to outline and reinforce expectations regarding requests for change (RFCs) and, specifically, the responsibility of RFC Requesters, referred to as "Reporters" in InfoRMS and this document, to respond to questions and requests for clarification in a timely manner (i.e. within a 60-day period).

1.1 Background

Any stakeholder who wishes to add, change or retire content from controlled terminology products must submit an RFC change request ticket via the Infoway Request Management System (InfoRMS). Once an RFC ticket is submitted, Infoway conducts an assessment to ensure the RFC is complete, appropriate, and supported by recent, authoritative and publicly available evidence, that all required fields contain appropriate information and that each change request is associated with appropriate context such as use cases and rationale for change. Should Infoway require clarification or additional information, the ticket status shall be changed to "PENDING ANSWER" and the Reporter will be notified of the additional requirements. It is the responsibility of the Reporter to adhere to editorial standards, submission guidelines, and to monitor the status of the RFC tickets that they submit accordingly, and to respond to the request via InfoRMS within 60 calendar days.

1.2 Policy Objective

As Canada's National Release Centre (NRC), it is Infoway's responsibility to ensure a high standard of quality in the content we maintain. Timely responses will help ensure an appropriate standard of quality is adhered to. This benefit stakeholders and RFC Reporters by ensuring timely turnaround of change requests.

1.3 Policy Application

Infoway provides a 60-day period for Reporters to respond to questions or required clarification that may arise from submitted RFCs as signaled by a change in RFC ticket status to "PENDING ANSWER" If a response from the RFC Reporter is not made within 60 calendar days, the ticket will be closed. The Reporter is welcomed to resubmit a new RFC.

DOCUMENT VERSION CONTROL

Modification	Approval and Effective Date
Original policy	August 8, 2017
Reviewed and updated	April, 2020
Reviewed and updated	September, 2021